



PROGRADE EMPLOYMENT SERVICES Job Description

Job Title: Inside Sales Specialist
Department: Sales and Marketing
Reports To: Director of Marketing and Client Service
Effective Date: May 2009

PRIMARY RESPONSIBILITIES

Contacts current clients / prospects and educates them on the value of ordering a variety of products available to them online. Coordinates order processing with clients to ensure order entry and proof approval is done accurately. Conducts educational webinars as appropriate to communicate the value of our product offering.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Receive leads to be contacted via phone or email for the purpose of selling our products and services. Clients may be, for example, franchisees or dealers who have never purchased before but already know who Prograde is. Achieves and maintains rapport with customers and works to give them the best possible service.
- Uses SAP CRM system to record call notes and establish future activities to sell
- Performs other related duties as assigned.

SUPERVISION RECEIVED:

- Supervised by Director of Marketing and Client Service.
- Performs semi-routine duties where some judgment is required when communicating with customers, sales representatives, and inter-company personnel. Work is performed under defined and uniform procedures.

QUALIFICATIONS REQUIREMENTS:

- High school diploma or equivalent, plus one year of business experience. Four year or Associate's college business or marketing degree is preferred.
- Previous experience in outbound telesales is required.
- Previous background should include demonstrated ability to deal and satisfy customers.
- Bilingual capability is a plus (Spanish).
- Proficient with Microsoft applications (primarily Word, Excel and Outlook)
- Assertive, persuasive, and high-initiative
- Professional demeanor
- Polished telephone skills with ability to close a sale. Must be very effective at handling a high volume of incoming and outgoing calls each day.
- Ability to work independently and manage time effectively
- Must be service and goal oriented